

CAROL FLEMING

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SUMMARY

Extensive experience in administrative support for medical executives: nurses and physicians. Dependable, thorough, organized team player and/or independent worker with Workers' Compensation Clinic, hospital, insurance company and private practice experience.

**Medical Transcription
Medical Records**

**Notary Public
Anatomy and Physiology**

**Credentialing
Medical billing and coding**

EXPERIENCE

TRIAD TRANSCRIPTION, Greensboro, NC

2007 to present

Medical Transcriptionist -

- Transcribe audio wave files for orthopedic surgeons and podiatrists. Prepare operative reports, chart notes, radiological reports, ultra sound reports, etc. Return completed work via Internet.

WAKE FOREST UNIVERSITY OPHTHALMIC CONSULTANTS, Greensboro, NC 2002 to 2007

Medical Office Coordinator –

- Greeted patients, phone contact, scheduled consults/appointments, reviewed patient's demographic and HIPAA information; checked patients in/out, checked insurance of patient and entered into computer, accepted co-pays and totaled daily amounts received, requested payments for refractions and DLVF, accepted patient balance payments/gave receipts, had patients sign Advanced Beneficiary Notice and Consent Forms, provided doctor's visit work notes, obtained MRN and label for patient, and checked charts for day, etc.
- Prepared prepped, pulled and shelved charts.
- Entered medical billing (MISYS system entered daily encounter charges, Close the Day, electronic insurance filing and backup).
- Researched HIPAA website and gathered info to enable office to become HIPAA compliant.
- Researched equipment (laser printer and laptop for office purchase.)
- Downloaded monthly Medicare bulletins from web for office resource.

BLUE CROSS/BLUE SHIELD OF NORTH CAROLINA – Chapel Hill, NC

2000 to 2002

Credentialing Specialist –

- Verified 1400 medical provider and facility credentials (initial application and recredentialing).
- Improved the Department of Insurance rating for department from Commendable to Excellent during this time.
- Helped prepare BCBS-NC Credentialing and Re-credentialing Manual for 2000.
- Assisted as the recorder for weekly Recredentialing Team meetings.

MOSES CONE HEALTH SYSTEM - Greensboro, NC

1997 to 2000

Secretary II –

- Provided administrative support to two Nursing Service Directors and their staffs.
- Maintained calendars, scheduled panel interviews, arranged in house and out of town/state meetings including travel, lodging and meals.
- Purchased office supplies for Nursing Administration (Personal Computer, color inkjet printer, toner, paper, pens, pencils, staplers, etc.).
- Prepared the following documents: Minutes, By-laws, Tri-campus Nursing Protocols, spreadsheets, slideshows, organizational charts, tables, Performance Evaluations, Curriculum Vitae and Newsletters, etc.
- Notarized Living Wills and Health Care Power of Attorneys.
- Reviewed voice mail of Service Directors and updated Service Directors of changes with e-mail. Recorded and processed telephone incident calls to Risk Management.
- Performed A/P monthly reconciliation with detailed trial balance ledger for Nursing Administration Cost Center for three campuses.
- Co-chaired Employee Benefits Committee.

HEALTH & HYGIENE, INC., Greensboro, NC

1991 to 1997

Medical Dept. Secretary –

- Provided administrative support to eight Occupational Medicine providers: established credentials and licensures of physicians in four states, arranged interim malpractice insurance, prepared provider contracts for clinic with insurance companies, scheduled travel and meetings.
- Transcribed: SOAP chart notes, narratives, algorithms, toxicology reports, medical/legal causation reports, Affidavits, Curriculum Vitae, Nursing Protocols, educational manuals, Business Plans, Capability Statement and slideshow presentations with graphics.
- Designed Material Safety Data Sheet library for three client companies; Toxicology Librarian (on pager) facilitated human exposure calls to physicians and transcribed incident reports to client companies.

EDUCATION

GREENSBORO COLLEGE, Greensboro, NC - Business Administration/Civil Law, B.A. - 2000

HONORS:

Sigma Tau Delta (English) 1999

J. B. Cornelius Foundation Academic Scholarship 1998-2000

SEMINARS:

JCAHPO/American Academy of Ophthalmology 2004-2005-2006

SOFTWARE:

Microsoft Windows XP 2003/Microsoft Windows XP 2007

VOLUNTEER

League of Women Voters of the Piedmont Triad.